Dispatch Configuration

- Managing Dispatch Categories
- Managing Dispatch Sources

Managing Dispatch Categories

> The Managing Dispatch Categories feature allows administrators to define and classify the types of dispatchable events or incidents, such as parking incidents, security alerts, or maintenance requests. Its primary purpose is to organize dispatch logs, streamline response protocols, and enable accurate reporting on the nature of dispatched activities. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring dispatch operations and incident reporting.

Setup and Configuration

This feature is a core administrative tool used to establish the event categorizations available to dispatch personnel.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the dispatch configuration menus and manage category lists.

Using this Feature

Administrators can use the following instructions to navigate the management interface to seamlessly add or edit dispatch categories.

Accessing the Management Interface

1. Hover over **System Administration** and click **Dispatch** then **Manage Dispatch Categories**.

Adding Dispatch Categories

1. Click the **Add Dispatch Category** button.
2. Enter a descriptive title in the **Name** field.
3. Click the **Save Changes** button to add the category to the system.

Editing Dispatch Categories

1. Click the **Edit** button next to the specific category you wish to modify.
2. Make the necessary updates to the category name.
3. Click the **Save Changes** button to apply your updates.

> When you make changes to a dispatch category that is currently in use by records in the system, these updates will be reflected across the entire system for all associated dispatch logs and related historical data.

Best Practices and Considerations

- **Define comprehensive classifications: Define categories that accurately represent all types of dispatchable events your organization handles.** Providing a complete list ensures accurate documentation of any scenario your dispatchers might encounter.
- **Maintain clear and concise names: Use descriptive and unambiguous names for your categories.** This facilitates quick understanding and accurate logging by dispatch personnel, especially during high-stress situations.
- **Consider the impact on reporting: Remember that dispatch categories are fundamental for generating reports on incident types, call volumes, and resource allocation.** Accurate categorization ensures meaningful and actionable data analysis for

management.

- **Train your staff: Ensure that dispatch personnel are well-trained on selecting the correct categories for various events.** Consistent application across your team maintains overall data quality and reporting reliability.
- **Conduct regular reviews: Periodically review your dispatch categories to ensure they remain relevant to your current operations.** As your operational needs and incident types evolve, your active categories should be updated to match.

Managing Dispatch Sources

> The Dispatch Sources feature allows administrators to define and categorize the origins of dispatch calls or events, such as a phone call, email, or an officer-initiated alert. Its primary purpose is to enable better tracking of incident intake, facilitate efficient routing to relevant categories, and enhance reporting on the origins of dispatch activities. This article is intended for OperationsCommander (OPSCOM) administrators responsible for configuring dispatch workflows and incident tracking.

Setup and Configuration

This feature is a core administrative tool used to establish the intake tracking metrics for dispatch operations.

Admin Side: Administrators must have the appropriate system role permissions enabled to access the dispatch administration menus and manage dispatch sources.

Using this Feature

The **Dispatch Category Link Administration** page allows you to define where your dispatch calls originate from and seamlessly link them to relevant dispatch categories.

Accessing the Management Interface

1. Hover over **System Administration**, click **Dispatch**, then click **Manage Dispatch Sources**.

Adding a Dispatch Source

1. Click the **Add Dispatch Source** button.
2. Enter the origin name (e.g., Walk-In, Radio, or Internal Alert) into the **Name** field.
3. Select the categories that should be linked to this source from the connected drop-down menu.
4. Click the **Save Changes** button.

> If you want to link the source to all available categories, you can left-click on the first category and hold the CTRL key while clicking to select them all simultaneously.

Editing a Dispatch Source

1. Click the **Edit** button next to the specific source you wish to modify.
2. Make the necessary changes to the source name or category links.
3. Click the **Save Changes** button to apply your updates.

Best Practices and Considerations

- **Establish comprehensive definitions: Define all common methods by which dispatch calls or alerts are received in your organization.** Accurately capturing options like Emergency Line, Non-Emergency Phone, Email, or Mobile App Submission provides a clearer picture of your incident intake.
- **Implement logical category linking: Link each source to all relevant dispatch categories it might generate.** For example, a standard Phone Call source might reasonably link to Parking Incident, Security Alert, and Maintenance Request categories to streamline

dispatcher workflows.

- **Maintain data consistency: Ensure consistent use of defined dispatch sources by all personnel involved in dispatch activities.** Uniform data entry is vital to maintain accurate reporting and prevent administrative confusion.
- **Leverage reporting value: Properly categorized dispatch sources are invaluable for generating reports on call volume and types of incidents by source.** This data allows management to identify long-term trends in how incidents are reported across the property.
- **Conduct regular reviews: Periodically review your list of dispatch sources to ensure they remain current.** Regular audits guarantee the options available to dispatchers remain highly relevant to your evolving operational needs.